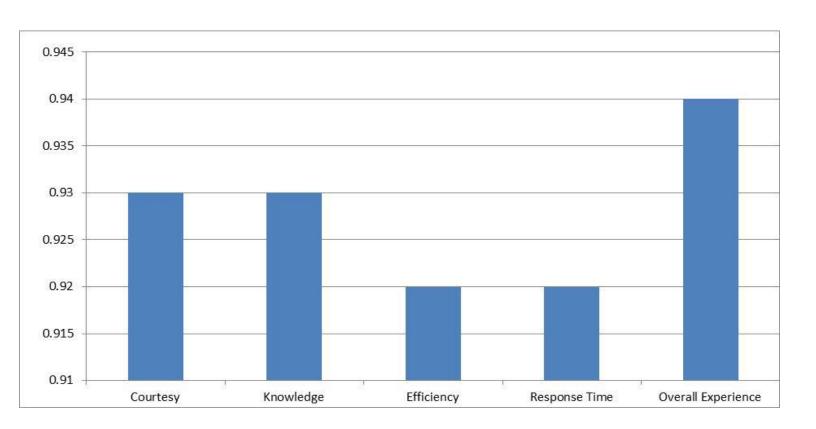
## Revenue Commission Customer Satisfaction Survey Office of Management & Budget



		Office of Manag	ement & Budg	et	LouieStat
KPI Owner: Daniel Frockt		Process: Revenue Commission			
Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD		Data Source: Survey	Plan-Do-Check-Act Step 1: Define the problem		
Goal: To increase customer satisfaction with			Measurement Method: Survey		
Revenue Commission to 100% customer		Goal Source: OMB			
satisfaction			Why Measure: To improve customer satisfaction		
		Benchmark Source: TBD	ark Source: TBD Next Improvement Step: Validate problem, baseline benchmark, and goal		
Benchmark: TBD		Seneman Source. 122	next improvement occp.	vanuate prosiem, sasem	ie benemiani, ana goai
Denominaria 132		How Are \	We Doing?		
2010-2014	2010-2014		2014 Cool	2014 A atual	
5 Year Goal	5 Year Actual		2014 Goal	2014 Actual	
100	94		95	94	
Percentage	Percentage		Percentage	Percentage	



Report Generated: 04/21/2015 Data Expires: 04/23/2015